

ISS BOARD MEETING

APRIL 6, 2021

A meeting of the ISS Board was held via TEAMS on April 6, 2021.

Board Members Present: Kent Ward, Surveyor (Chair)
Amy Massillamany, County Council
Kathy Williams, Clerk
Dennis Quackenbush, Sheriff
Robin Ward, Assessor
Jennifer Hayden, Recorder
Robin Mills, Auditor – joined in at 9:10 AM

Others Present: Chris Mertens, IT Director; Susan Beyer, Treasurer; Ralph Watson, Executive Director Community Corrections; Shane Booker, Executive Director Emergency Management; Heather Bennett, Project Manager; Brad Davis, Highway Director; Diana Cleland, Web Administrator; Joan Keene, GIS Director; Dan Stevens, Director of Administration – joined in at 9:30 AM

Board Members Absent: Christine Altman, Commissioner (Vice Chair); William Hughes, Judge Superior Court 3

Call to Order

A quorum was present when Kent Ward called the meeting to order at 9:00 AM. Connie Garrett recorded the meeting.

Approval of minutes for the January 12, 2021 meeting

The minutes were approved as submitted.

Eden RFP Status

The first round of scoring has been completed for the project to replace Eden. Five vendors have moved on: Tyler, Workday, Oracle, Infor and UKG Kronos. UKG Kronos only bid on the HR time and attendance piece. The plan at this point is to have a one day, for each vendor, high level overview of some things that we want to see to narrow the five down to two or three that will move on to fairly long, scripted demos that are for our environment. We had thirteen responses to the proposals with all major players represented. As we move forward, requests will go out to department heads to identify people in their department that would be considered subject matter experts to be involved in the scripted demos to help evaluate on things we do day in and day out from payroll to purchasing to accounts payable, accounts receivable, time and attendance, etc.

Upcoming Projects

New Servers/Storage for 911 – This new equipment is specifically for supporting New World. The servers have been purchased but deeper evaluation is being done on the storage to make sure we want to continue with the Nimble/HP storage we currently use.

Network Changes – Public Safety side – Last year, network changes were made here in the downtown buildings so this year ISS will replicate those changes at the Public Safety Campus. The equipment is ordered and will hopefully be delivered by late summer. These changes give more insight into network traffic, security and ease of deployment. This will be covered out of the Non-Reverting Fund.

Courtroom Audio Upgrades (2 & 5) – A lot of courtroom audio upgrades were done last year. Superior Courts 2 and 5 have recently been done but this year some minor upgrades will be done to the audio to bring them in line with the other courts. Also, the Historic Courtroom will be upgraded.

Lafayette Road Building – Buildings and Grounds is redoing the inside while ISS redid all the wiring. Fiber has been run to the building and then run from that building to the Judicial Center. The equipment has been received for that building; we're just waiting for Buildings and Grounds to finish up with the cleaning and remodeling.

Secure Electronic Signature software

Last year ISS purchased software called eSign Genie for secure electronic signatures. Originally, it was purchased for the Clerk's office when they started doing virtual marriage licenses and the Auditor's office for the Commissioners to sign documents. In IT, we use it for any document that needs to be signed and the documents can be routed. For example, Mertens went over the Performance Appraisal with a staff member, he would send it to them to sign, it would come back to him to countersign and then it would go directly to HR. A certificate is provided to show an audit trail of how it was signed that can be attached to the document. When we purchased it, we only purchased enough for 20 users. All 20 have been assigned so Mertens worked with the vendor to get an unlimited number of users. There will be training on how to use it because it can be useful in all departments.

4H Grounds upgrades to support Vaccine Clinic

ISS installed a couple of network switches and redid all the wiring in the building to support the number of workstations that they have. This is also a benefit for Coop/Cog exercises in that building; having network connections available on both sides to support more people out there if a disaster were to happen. There will be little cost to the County because we are working with FEMA and hopefully, everything that has been put in out there will be reimbursed. The computers we deployed there we had from last year and when they are finished, we will deploy to users here. ISS purchased a few monitors to supplement what we had and those too will be deployed to users here when the Clinic is finished with them.

Personnel Update – GIS Analyst

Steve Sanford resigned from the County and moved back to Colorado. The position is posted, and some responses have been received. Based on the development skills needed, the title was upgraded to GIS Developer Analyst and was reclassified from a PAT B to PAT C which will allow us to offer a higher-level salary to recruit more talented and skilled people.

Web Update

Diana Cleland went over the Web News, which is attached. The 2021 online submissions for the first quarter are double what were submitted last year but many new things were implemented so this may be the new normal. Capital Assets Modifications, Digital Signatures, Motor Vehicle Report, Teller upgrade bug, SendGrid protocol modification, HR Handbook Acknowledgement, Certificate of Insurance, Annual update for property payment page, changes related to background checks, Investigations new SP site and list and 2 Mosquito Control forms have all been completed. Response to Resistance Phase 1 and Juvenile Detention SharePoint Site are both 90% done. Records Request Form and Sheriff Sale are both 80% done, Deduction Forms and Enhancement are 50% done, Buildings & Grounds Maintenance

Requests are 20% done and Social Media Business Manager and Property Reports are 10% done. Two 911 Communications' Projects and Tax Sale Binders have just been started. Cleland said that things are going along well and the new Web Administrator, John Wardlow, is doing an excellent job and is very productive.

The second half of this year, quite a few maintenance and housekeeping projects will be done since a lot of time this last year was spent on helping agencies digitize some of their processes and other Covid related projects.

Other Business

The pandemic allowed ISS to do some things we wanted to do but were hesitant to push change. Mertens pulled some TEAMS reports to look at the last 90 days of usage. 426,000 minutes of audio time was used in TEAMS, 382,000 video minutes and 67,000 minutes were used of screen share time. Total meetings participated in is over 12,000 meetings.

Next meeting – July 13, 2021

The meeting was adjourned at 9:45 AM.

Hamilton County Web News

By Diana Cleland, Web Administrator

April 5th, 2021

2021 Online Submissions:

	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter
Public submissions	7,874			
Internal Submissions***	803			
Cumulative Total	8,677			

*** Does not include many SharePoint submissions

2019 Cumulative total was 17,594; 2020 Cumulative total was 43,322;

Auditor: Capital Assets Modifications – Completed

Updates needed for changes to business process

Auditor: Digital Signatures – Completed

Setting up accounts, user documentation, testing business process

Safety & Risk: Motor Vehicle Report – Completed

E-billing:

Teller upgrade bug - Completed

SendGrid protocol modification - Completed

HR Handbook Acknowledgement: Form and SP doc library – Completed

Certificate of Insurance: Events - Completed

significant changes to accommodate Events

Property Reports: annual update for Payment Page - Completed.

Rolled over to the new year's data.

EMA Volunteer Application: Changes related to background checks - Completed.

Sheriff: Investigations: new SP site and list - Completed.

Highway: 2 Mosquito Control Forms – Completed

Public forms that push into SharePoint for tracking.

Covid Notices and Content: On-going

Continued coordinating effort with Tammy Sander and several agencies.

Clerk: Records Request Form – 80% Done

Public form with internal tracking in SharePoint. Staff training is scheduled. Anticipated go live for late April.

Sheriff: Response to Resistance phase 1 - 90% Done

A very complex internal submission & review. Under user acceptance testing, anticipated go live is late April. Phase 2 is data analysis and report generation, it will begin after phase 1 goes live.

Juvenile Detention: SharePoint Site – 90% Done

Includes Visitation Scheduling, Shift Notes, Inmate and Court list, and 2 auto-generated reports. Under User Acceptance Testing, anticipated go live in April.

Sheriff: Sheriff Sale – 80% Done

A custom public web application to eliminate office traffic and improve research functionality.

911 Communications – just started

- LIT tracking: defining scope and project design
- switch message list: defining scope and project design

Building & Grounds Maintenance Requests – 20% done

Defining scope and working on project design.

Auditor: Deduction Forms Enhancement – 50% done

Automate the transfer of submitted forms to streamline internal process.

Auditor: Tax Sale Binders – just started

Digital environment to store and track a 3-year process. Defining scope and project design.

Social Media: Business Manager – 10% done

We are testing another way to manage admin access for Facebook and Instagram. Hoping it will address a couple issues with recent Facebook changes.

Property Reports: annual updates and modifications – 10% done

Working on application edits.

- **Tax Bills**
- **Comparison Reports** - Working on application edits.

Online Libraries:

We are researching options to replace and enhance the technologies used for posting large quantities of pdf's for public self-service access.